



New Hampshire Community Mental Health Agreement Quarterly Data Report

July to September 2018

New Hampshire Department of Health and Human Services
Bureau of Quality Assurance and Improvement (BQAI)

November 21, 2018 (revised 12/7/18)

*The Department of Health and Human Services' Mission is to join communities and families
in providing opportunities for citizens to achieve health and independence*

Community Mental Health Agreement Quarterly Report

New Hampshire Department of Health and Human Services

Publication Date:

Reporting Period: 7/1/2018 – 9/30/2018

Notes for Quarter

- Identified all CMHCs having technical difficulties with Employment Screening Status Collection reporting (Table 12c). BQAI and BMHS are working on guidance to encourage reporting compliance in order to improve data quality.

1a. Community Mental Health Center Services: Unique Count of Adult Assertive Community Treatment Consumers

	July 2018	August 2018	September 2018	Unique Consumers in Quarter	Unique Consumers in Prior Quarter
Community Mental Health Center					
01 Northern Human Services	108	110	102	115	118
02 West Central Behavioral Health	45	44	44	50	51
03 Lakes Region Mental Health Center	59	55	53	59	62
04 Riverbend Community Mental Health Center	78	83	82	89	92
05 Monadnock Family Services	55	55	55	59	57
06 Community Council of Nashua	85	84	84	94	85
07 Mental Health Center of Greater Manchester	302	305	306	324	306
08 Seacoast Mental Health Center	69	68	69	71	70
09 Community Partners	59	60	61	62	67
10 Center for Life Management	57	58	55	60	60
Total	917	924	911	982	965
Unique Clients Receiving ACT Services 10/1/2017 to 9/30/2018				1,285	

Revisions to Prior Period: Unique consumers in prior quarter was incorrect and has been updated here.

Data Source: NH Phoenix 2

Notes: Data extracted 12/6/18; consumers are counted only one time regardless of how many services they receive.

1b. Community Mental Health Center Services: Assertive Community Treatment Screening

	July 2018		August 2018		September 2018	
	Unique Clients Screened	Screening Deemed Appropriate for Further ACT Assessment	Unique Clients Screened	Screening Deemed Appropriate for Further ACT Assessment	Unique Clients Screened	Screening Deemed Appropriate for Further ACT Assessment
Community Mental Health Center						
01 Northern Human Services	434	56	380	42	314	35
02 West Central Behavioral Health	112	16	113	11	81	0
03 Lakes Region Mental Health Center	294	19	202	15	156	12
04 Riverbend Community Mental Health Center	521	28	424	31	456	32
05 Monadnock Family Services	201	3	186	21	175	3
06 Community Council of Nashua	350	2	328	7	281	2
07 Mental Health Center of Greater Manchester	948	75	1121	53	971	62
08 Seacoast Mental Health Center	422	32	436	27	436	28
09 Community Partners	173	23	50	7	167	12
10 Center for Life Management	324	41	296	33	99	31
Total ACT Screening	3779	295	3546	247	3136	217

Revisions to Prior Period: None

Data Source: NH Phoenix 2 and CMHC self-reported ACT screening records.

Notes: Data extracted 10/17/2018; Screening deemed appropriate for further ACT assessment defined as ACT screenings resulting in referral to ACT services assessment.

1c. Community Mental Health Center Services: Assertive Community Treatment Waiting List

As of 9/30/18			
	Time on List		
Total	0-30 days	31-60 days	61-90 days
11	9	2	0
As of 6/30/2018			
Total	0-30 days	31-60 days	61-90 days
3	3	0	0

Revisions to Prior Period: None

Data Source: BMHS Report

Notes: Data extracted 11/19/18.

2a. Community Mental Health Center Services: Assertive Community Treatment Staffing Full Time Equivalents

	September 2018						June 2018	
	Nurse	Masters Level Clinician/or Equivalent	Functional Support Worker	Peer Specialist	Total (Excluding Psychiatry)	Psychiatrist/Nurse Practitioner	Total (Excluding Psychiatry)	Psychiatrist/Nurse Practitioner
Community Mental Health Center								
01 Northern Human Services	1.09	1.10	10.20	0.68	13.07	0.80	12.73	0.80
02 West Central Behavioral Health	0.60	1.70	1.65	1.30	5.25	0.25	5.15	0.45
03 Lakes Region Mental Health Center	0.80	2.00	4.55	1.00	8.35	0.75	5.55	0.75
04 Riverbend Community Mental Health Center	0.50	3.00	6.00	1.00	10.50	0.50	10.50	0.50
05 Monadnock Family Services	1.25	4.25	2.70	0.50	8.70	0.65	8.50	0.65
06 Community Council of Nashua 1	0.50	4.00	1.00	0.00	5.50	0.25	5.75	0.25
06 Community Council of Nashua 2	0.50	3.00	1.00	0.00	4.50	0.25	5.75	0.25
07 Mental Health Center of Greater Manchester-CTT	1.50	11.00	2.25	0.00	14.75	1.02	15.50	0.63
07 Mental Health Center of Greater Manchester-MCST	1.50	9.00	6.25	1.00	17.75	0.93	16.25	0.63
08 Seacoast Mental Health Center	1.43	3.10	5.00	1.00	10.53	0.60	9.53	0.60
09 Community Partners	0.50	2.00	6.13	0.50	9.13	0.50	9.60	0.50
10 Center for Life Management	1.25	2.00	4.30	0.00	7.55	0.40	8.30	0.40
Total	11.42	46.15	51.03	6.68	115.58	6.90	113.11	6.41

2b. Community Mental Health Center Services: Assertive Community Treatment Staffing Competencies, Substance Use Disorder Treatment

Community Mental Health Center	September 2018	June 2018
01 Northern Human Services	6.00	3.70
02 West Central Behavioral Health	0.35	0.35
03 Lakes Region Mental Health Center	2.50	2.50
04 Riverbend Community Mental Health Center	1.50	1.50
05 Monadnock Family Services	2.40	2.40
06 Community Council of Nashua 1	4.25	4.25
06 Community Council of Nashua 2	2.00	3.00
07 Mental Health Center of Greater Manchester-CCT	11.00	13.00
07 Mental Health Center of Greater Manchester-MCST	3.00	4.00
08 Seacoast Mental Health Center	3.00	3.00
09 Community Partners	1.00	2.00
10 Center for Life Management	3.00	3.00
Total	40.00	42.70

2c. Community Mental Health Center Services: Assertive Community Treatment Staffing Competencies, Housing Assistance

Community Mental Health Center	September 2018	June 2018
01 Northern Human Services	10.15	9.85
02 West Central Behavioral Health	2.25	4.25
03 Lakes Region Mental Health Center	4.55	4.55
04 Riverbend Community Mental Health Center	8.50	8.50
05 Monadnock Family Services	4.00	4.00
06 Community Council of Nashua 1	5.00	5.00
06 Community Council of Nashua 2	4.00	5.00
07 Mental Health Center of Greater Manchester-CCT	11.75	12.50
07 Mental Health Center of Greater Manchester-MCST	12.75	12.50
08 Seacoast Mental Health Center	4.00	4.00
09 Community Partners	3.00	4.00
10 Center for Life Management	6.00	6.00
Total	75.95	80.15

2d. Community Mental Health Center Services: Assertive Community Treatment Staffing Competencies, Supported Employment

Community Mental Health Center	September 2018	June 2018
01 Northern Human Services	2.00	2.00
02 West Central Behavioral Health	0.40	0.40
03 Lakes Region Mental Health Center	3.00	3.00
04 Riverbend Community Mental Health Center	0.50	0.50
05 Monadnock Family Services	0.20	1.00
06 Community Council of Nashua 1	2.00	2.25
06 Community Council of Nashua 2	0.00	0.25
07 Mental Health Center of Greater Manchester-CCT	1.50	1.50
07 Mental Health Center of Greater Manchester-MCST	2.50	2.00
08 Seacoast Mental Health Center	1.00	1.00
09 Community Partners	1.25	0.15
10 Center for Life Management	0.30	0.30
Total	14.65	14.35

Revisions to Prior Period: None

Data Source: Bureau of Mental Health CMHC ACT Staffing Census Based on CMHC self-report

Notes: Data compiled 10/17/18; for 2b-d: the Staff Competency values reflect the sum of FTEs trained to provide each service type. These numbers are not a reflection of the services delivered, rather the quantity of staff available to provide each service. If staff is trained to provide multiple service types, their entire FTE value will be credited to each service type.

3. Community Mental Health Center Services: Annual Adult Supported Employment Penetration Rates for Prior 12 Month Period

Community Mental Health Center	12 Month Period Ending September 2018			Penetration Rate for Period Ending June 2018
	Supported Employment Consumers	Total Eligible Consumers	Penetration Rate	
01 Northern Human Services	396	1,234	32.1%	36.9%
02 West Central Behavioral Health	223	660	33.8%	31.2%
03 Lakes Region Mental Health Center	152	1,292	11.8%	12.1%
04 Riverbend Community Mental Health Center	303	1,827	16.6%	11.8%
05 Monadnock Family Services	87	935	9.3%	11.0%
06 Community Council of Nashua	226	1,787	12.6%	14.2%
07 Mental Health Center of Greater Manchester	1,444	3,271	44.1%	44.1%
08 Seacoast Mental Health Center	500	1,670	29.9%	29.8%
09 Community Partners	150	782	19.2%	20.9%
10 Center for Life Management	204	979	20.8%	17.5%
Deduplicated Total	3,672	14,182	25.9%	25.9%

Revisions to Prior Period: None

Data Source: NH Phoenix 2

Notes: Data extracted 10/25/2018; consumers are counted only one time regardless of how many services they receive. Riverbend non-billable services are currently not available so are not included in this report.

4a. New Hampshire Hospital: Adult Census Summary

Measure	July - September 2018	April - June 2018
Admissions	209	197
Mean Daily Census	153	152
Discharges	212	203
Median Length of Stay in Days for Discharges	16	14
Deaths	0	0

Revisions to Prior Period: Mean Daily Census figure for the previous quarter were incorrect and has been updated here.

Data Source: Avatar

Notes 4a: Data extracted 12/7/18; Mean Daily Census includes patients on leave and is rounded to nearest whole number

4b. New Hampshire Hospital: Discharge Location for Adults

Discharge Location	July - September 2018	April - June 2018
Home - Lives with Others	109	92
Home - Lives Alone	67	71
CMHC Group Home	7	7
Private Group Home	2	1
Nursing Home	1	2
Hotel-Motel	3	1
Homeless Shelter/ No Permanent Home	1	8
Discharge/Transfer to IP Rehab Facility	9	10
Secure Psychiatric Unit - SPU	0	0
Peer Support Housing	0	2
Jail or Correctional Facility	4	2
Glenclyff Home for the Elderly	4	2
Other	3	2
Unknown	2	3

4c. New Hampshire Hospital: Readmission Rates for Adults

Measure	July - September 2018	April - June 2018
30 Days	8.6% (18)	7.6% (15)
90 Days	19.6% (41)	14.7% (29)
180 Days	25.4% (53)	23.4% (46)

Revisions to Prior Period: None.

Data Source: Avatar

Notes 4b-c: Data compiled 10/17/18; readmission rates calculated by looking back in time from admissions in study quarter. 90 and 180 day readmissions lookback period includes readmissions from the shorter period (e.g., 180 day includes the 90 and 30 day readmissions); patients are counted multiple times for each readmission; number in parentheses is the number of readmissions

5a. Designated Receiving Facilities: Admissions for Adults

Designated Receiving Facility	July - September 2018		
	Involuntary Admissions	Voluntary Admissions	Total Admissions
Franklin	19	48	67
Cypress Center	49	152	201
Portsmouth	69	288	357
Elliot Geriatric Psychiatric Unit	7	47	54
Elliot Pathways	55	57	112
Total	199	592	791
Designated Receiving Facility	April - June 2018		
	Involuntary Admissions	Voluntary Admissions	Total Admissions
Franklin	32	37	69
Cypress Center	63	181	244
Portsmouth	82	251	333
Elliot Geriatric Psychiatric Unit	6	59	65
Elliot Pathways	54	50	104
Total	237	578	815

5b. Designated Receiving Facilities: Mean Daily Census for Adults

Designated Receiving Facility	July - September 2018	April - June 2018
Franklin	11.8	9.1
Cypress Center	8.4	11.9
Portsmouth	39.6	31.7
Elliot Geriatric Psychiatric Unit	33.8	31.7
Elliot Pathways	18.2	20.4
Total	111.8	104.7

5c. Designated Receiving Facilities: Discharges for Adults

Designated Receiving Facility	July - September 2018	April - June 2018
Franklin	66	74
Manchester (Cypress Center)	195	244
Portsmouth	353	326
Elliot Geriatric Psychiatric Unit	54	65
Elliot Pathways	112	107
Total	780	816

5d. Designated Receiving Facilities: Median Length of Stay in Days for Discharges for Adults

Designated Receiving Facility	July - September 2018	April - June 2018
Franklin	4	5
Manchester (Cypress Center)	4	4
Portsmouth	4	5
Elliot Geriatric Psychiatric Unit	21	20
Elliot Pathways	7	8
Total	5	5

5e. Designated Receiving Facilities: Discharge Location for Adults

Designated Receiving Facility	July - September 2018						
	Assisted Living/Group Home	Deceased	DRF	Home	Other Hospital	NH Hospital	Other
Franklin	3	0	0	63	0	0	0
Manchester (Cypress Center)	4	0	2	186	0	0	3
Portsmouth Regional Hospital	0	0	1	304	0	2	46
Elliot Geriatric Psychiatric Unit	38	2	0	11	1	1	1
Elliot Pathways	4	0	0	97	0	1	10
Total	49	2	3	661	1	4	60

Designated Receiving Facility	April - June 2018						
	Assisted Living/Group Home	Deceased	DRF	Home	Other Hospital	NH Hospital	Other
Franklin	1	0	9	63	0	0	1
Manchester (Cypress Center)	8	0	5	222	0	0	9
Portsmouth Regional Hospital	0	0	4	294	0	5	23
Elliot Geriatric Psychiatric Unit	29	12	0	18	2	0	4
Elliot Pathways	0	0	2	84	0	2	19
Total	38	12	20	681	2	7	56

*Dispositions to 'DRF' represent a change in legal status from Voluntary to Involuntary within the DRF.

5f. Designated Receiving Facilities: Readmission Rates for Adults

Designated Receiving Facility	July - September 2018		
	30 Days	90 Days	180 Days
Franklin	6.0% (4)	9.0% (6)	16.4% (11)
Manchester (Cypress Center)	8.5% (17)	13.9% (28)	18.9% (38)
Portsmouth	8.4% (30)	12.9% (46)	19.0% (68)
Elliot Geriatric Psychiatric Unit	5.6% (3)	11.1% (6)	11.1% (6)
Elliot Pathways	0.9% (1)	3.6% (4)	3.6% (4)
Total	7.0% (55)	11.5% (90)	16.1% (127)
Designated Receiving Facility	April - June 2018		
	30 Days	90 Days	180 Days
Franklin	4.3% (3)	5.8% (4)	5.8% (4)
Manchester (Cypress Center)	4.5% (11)	8.2% (20)	11.9% (29)
Portsmouth	10.2% (34)	15.9% (53)	21.9% (73)
Elliot Geriatric Psychiatric Unit	6.1% (4)	6.1% (4)	6.1% (4)
Elliot Pathways	3.8% (4)	6.7% (7)	8.6% (9)
Total	6.9% (56)	10.8% (88)	14.6% (119)

Revisions to Prior Period: The 180-day Total Readmissions figure was incorrect last quarter and has been updated here..

Data Source: NH DRF Database

Notes: Data compiled 12/6/18.

Discharge location of "DRF" are patients discharged back to the same DRF for a different level of care within the DRF; readmission rates calculated by looking back in time from admissions in study quarter; patients are counted multiple times for each readmission; number in parentheses is the number of readmissions

6. Glencliff Home: Census Summary

Measure	July - September 2018	April - June 2018
Admissions	6	8
Average Daily Census	114	116
Discharges	2 (1 - NHH, 1 – Assisted Living/Residential Care)	1 (ABD Residential Care Home – 10 bed)
Individual Lengths of Stay in Days for Discharges	1 and 929	1045
Deaths	9	7
Readmissions	1	0
Mean Overall Admission Waitlist	22 (13 Active)	23 (14 Active)

Revisions to Prior Period: None.

Data Source: Glencliff Home

Notes: Data Compiled 10/30/18; means rounded to nearest whole number; Active waitlist patients have been reviewed for admission and are awaiting admission pending finalization of paperwork and other steps immediate to admission.

7. NH Mental Health Consumer Peer Support Agencies: Census Summary

Peer Support Agency	July - September 2018		April – June 2018	
	Total Members	Average Daily Visits	Total Members	Average Daily Visits
Alternative Life Center Total	169	46	587	49
Conway	12	13	196	13
Berlin	62	7	119	11
Littleton	47	11	158	10
Colebrook	48	15	114	15
Stepping Stone Total	240	18	435	18
Claremont	198	13	342	12
Lebanon	42	5	93	6
Cornerbridge Total	217	13	303	14
Laconia	120	4	130	4
Concord	76	9	153	10
Plymouth Outreach	21	0	20	0
MAPSA Keene Total	60	14	150	12
HEARTS Nashua Total	NA	NA	381	31
On the Road to Recovery Total	71	7	614	10
Manchester	34	4	446	4
Derry	37	3	168	6
Connections Portsmouth Total	77	14	289	15
TriCity Coop Rochester Total	111	27	292	27
Total	945	132	3,051	166

Revisions to Prior Period: None

Data Source: Bureau of Mental Health Peer Support Agency Quarterly Statistical Reports

Notes: Data Compiled 11/20/18; Average Daily Visits NA for Outreach Programs; The Bureau of Mental Health Services (BMHS) annually requires Peer Support Agencies to “purge member lists” to increase confidence and consistency in this information. After a 2018 thorough review, BMHS identified inconsistencies in completing this process. The July-September 2018 data reflects a higher drop in total membership from previous years as a result; Peer Support Agency data not available at publication will be updated in a subsequent report.

8. Housing Bridge Subsidy Summary to Date

Subsidy	July - September 2018		
	Total individuals served at start of quarter	New individuals added during quarter	Total individuals served through end of quarter
Housing Bridge Subsidy	811	1	812
Section 8 Voucher	125	0	125
Subsidy	April - June 2018		
	Total individuals served at start of quarter	New individuals added during quarter	Total individuals served through end of quarter
Housing Bridge Subsidy	811	0	811
Section 8 Voucher	119	6	125

Revisions to Prior Period: Total served for Section 8 in the prior period was 108, not 102

Data Source: Bureau of Mental Health and Housing Bridge Provider

Notes: Data Compiled 11/5/18

9a. Housing Bridge Subsidy Applications and Terminations

Measure	July-Sep 2018	April - June 2018
Applications Received	32	28
Point of Contact	CMHCs: 32	CMHCs: 24 NH Hospital: 4
Applications Approved	7	5
Applications Denied	0	0
Denial Reasons	NA	NA
Applications in Process*	197	165
Terminations	0	0
Termination Reasons	NA	NA
Program Exits	Voucher Received: 7 Deceased: 1 Over income: 1 Transitional Housing: 1 Long-term Nursing Home: 1	Vouchers received: 7 Deceased: 2 Over income: 1 Relocated – Not NH: 1

*Total number of applications in process at close of reporting period; The Previous quarter data has been corrected based on a recent Bureau of Mental Health Services audit of Housing Bridge files.

Data Source: Bureau of Mental Health and Housing Bridge Provider

Notes: Data Compiled 11/5/18

9b. Housing Bridge Subsidy Approved Applications on Waitlist

As of 9/30/2018							
Time on List							
Total	0-30 days	31-60 days	61-90 days	91-120 days	121-150 days	151-180 days	181+ days
35	5	2	0	0	1	4	23
As of 6/30/2018							
Total	0-30 days	31-60 days	61-90 days	91-120 days	121-150 days	151-180 days	181+ days
28	0	0	4	1	2	5	15

Data Source: Bureau of Mental Health and Housing Bridge Provider

Notes: Data Compiled: 10/25/18

9c. Housing Bridge Subsidy Current Census

Measure	As of 9/30/2018	As of 6/30/2018
Rents Currently Being Paid	423	479
Individuals Accepted and Working Towards Bridge Lease	0	0
Waiting list for Housing Bridge funding	35	28

Revisions to Prior Period: None

Data Source: Bureau of Mental Health and Housing Bridge Provider

Notes: Data Compiled 11/5/18; all individuals currently on Bridge Program are intended to transition from the program to other permanent housing).

10. Housing Bridge Subsidy Unit Address Density

Number of Unit(s)* at Same Address	Frequency as of 9/30/18	Frequency as of 6/30/18
1	339	354
2	52	26
3	24	10
4	12	5
5	0	0
6	6	0
7	7	0
8 or more	10	2

**All units are individual units*

Revisions to Prior Period: None

Data Source: Bureau of Mental Health data compiled by Bureau of Quality Assurance and Improvement

Notes: Data Compiled 11/14/18

11a. Mobile Crisis Services and Supports for Adults: Riverbend Community Mental Health Center

Measure	July 2018	August 2018	September 2018	July - September 2018	April - June 2018
Unduplicated People Served in Month	157	221	248	519	562
Services Provided by Type					
Phone Support/Triage	206	293	277	776	838
Mobile Community Assessments	68	73	65	206	207
Office-Based Urgent Assessments	10	17	26	53	83
Emergency Service Medication Appointments	4	0	0	4	47
Crisis Stabilization Appointments	29	18	22	69	47
Walk in Assessments	12	9	9	30	25
MHE-4	NA	NA	2	2	NA
Services Provided after Immediate Crisis					
Phone Support/Triage	49	73	29	151	235
Mobile Community Assessments-Post Crisis	9	18	5	32	51
Office-Based Urgent Assessments	10	17	26	53	83
Emergency Service Medication Appointments	4	0	0	4	25
Crisis Stabilization Appointments	29	18	14	61	47
Referral Source					
Emergency Department/EMS	4	1	1	6	35
Family	5	4	7	16	64
Friend	0	1	4	5	9
Guardian	1	10	19	30	74
Mental Health Provider	1	11	12	24	22
Police	4	8	6	18	16
Primary Care Provider	0	4	3	7	16
CMHC Internal	10	10	14	34	42
Self	131	167	179	477	431
Other	1	3	3	7	16
Crisis Apartment					
Apartment Admissions	26	28	26	80	94
Apartment Bed Days	104	117	106	327	346
Apartment Average Length of Stay	4.0	4.2	4.1	4.1	3.6
Law Enforcement Involvement	4	17	23	44	67
Hospital Diversions Total	250	214	222	686	458

Revisions to Prior Period: None

Data Source: Riverbend CMHC submitted report, Riverbend MCRT data includes emergency services.

Notes: Data Compiled 10/30/18; reported values other than the Unduplicated People Served in Month value are not de-duplicated at the individual person level; individual people can account for multiple instances of service use, hospital diversions, etc. MHE-4 is a new initiative at Concord Hospital in an attempt to ease congestion at the emergency department; if a patient is at low risk to self, they rapid triage them out of the emergency department to mobile services within an hour of their arrival at the hospital. Mobile crisis provides the evaluation.

11b. Mobile Crisis Services and Supports for Adults: Mental Health Center of Greater Manchester

Measure	July 2018	August 2018	September 2018	July - September 2018	April - June 2018
Unduplicated People Served by Month	222	241	228	533	534
Services Provided by Type					
Phone Support/Triage	607	493	593	1,693	1,503
Mobile Community Assessments	103	77	104	284	268
Office-Based Urgent Assessments	21	14	6	41	45
Emergency Service Medication Appointments	4	2	7	13	5
Crisis Apartment Service	218	80	167	465	109
Referral Source					
Emergency Department	4	0	1	5	0
Family	31	25	41	97	132
Friend	4	6	7	17	20
Guardian	3	3	4	10	11
Mental Health Provider	11	5	3	19	27
Police	77	75	53	205	185
Primary Care Provider	9	13	8	31	20
CMHC Internal	23	13	8	44	78
Self	123	135	175	433	373
Other	37	21	46	104	100
Crisis Apartment					
Apartment Admissions	14	3	12	29	12
Apartment Bed Days	46	15	53	114	24
Apartment Average Length of Stay	3.3	5.0	4.4	3.9	2.0
Law Enforcement Involvement	77	75	53	205	132
Hospital Diversion Total	336	299	358	993	946

Revisions to Prior Period: None.

Data Source: Phoenix 2

Notes: Data Compiled 10/25/18; reported values other than the Unduplicated People Service in Month value are not de-duplicated at the individual person level; individual people can account for multiple instances of service use, hospital diversions, etc.

11c. Mobile Crisis Services and Supports for Adults: Harbor Homes

Measure	July 2018	August 2018	September 2018	July - September 2018	April - June 2018
Unduplicated People Served by Month	213	205	175	490	371
Services Provided by Type					
Case Management	101	162	132	395	84
Crisis Apartment Service	65	66	37	168	70
Crisis Intervention Services	0	0	0	0	0
ED Based Assessment	0	1	11	12	0
Emergency Service Medication Appointments	0	0	0	0	0
Mobile Community Assessments	173	186	142	501	357
Office-Based Urgent Assessments	2	4	162	168	0
Other	11	10	29	50	21
Peer Support	79	158	134	371	0
Phone Support/Triage	122	129	208	459	329
Psychotherapy	0	0	0	0	0
Referral Source					
Emergency Department	1	0	0	1	1
Family	19	18	14	51	58
Friend	5	7	3	15	13
Guardian	1	0	0	1	7
MCT Hospitalization	6	0	12	18	0
Mental Health Provider	19	8	26	53	31
Police	5	3	2	10	1
Primary Care Provider	1	0	3	4	0
CMHC	30	31	28	89	29
Self	94	107	66	267	158
Other	179	234	180	593	366
Crisis Apartment					
Apartment Admissions	28	33	27	88	42
Apartment Bed Days	172	141	123	436	229
Apartment Average Length of Stay	6.1	4.3	4.6	4.9	5.4
Law Enforcement Involvement	0	0	0	0	0
Hospital Diversion Total	365	403	340	1,108	563

Revisions to Prior Period: None

Data Source: Harbor Homes submitted data

Notes: Data Compiled 10/17/18; reported values other than the Unduplicated People Service in Month value are not de-duplicated at the individual person level; individual people can account for multiple instances of service use, hospital diversions, etc. Harbor Homes made significant data reporting improvements beginning in May 2018.

12a. Community Mental Health Center Consumers: Adult Employment Status – Total

Note: Employment Status reporting, while accurately representing the data submitted from the CMHCs to DHHS, does not yet represent true employment status of consumers. Extensive revisions are expected to this data by the CMHCs as their reporting systems become better aligned to reporting requirements

	July - September 2018											
	Reported Employment Status of Recent Supportive Employment Service Users						Reported Employment Status as Percent of Total Adults				Percent Excluding Unknown	
	Employed now or in the past 3 months - full time	Employed now or in the past 3 months - part time	Unemployed	Not In the Workforce	Unknown	Total	Employed Full or Part Time	Unemployed	Not in Workforce	Unknown	In Workforce	Employed Full or Part Time of Those in Workforce
Community Mental Health Center												
01 Northern Human Services	8	19	10	40	818	895	3.0%	1.1%	4.5%	91.4%	48.1%	73.0%
02 West Central Behavioral Health	16	28	77	74	216	411	10.7%	18.7%	18.0%	52.6%	62.1%	36.4%
03 Lakes Region Mental Health Center	25	101	47	568	140	881	14.3%	5.3%	64.5%	15.9%	23.3%	72.8%
04 Riverbend Community Mental Health Center	99	261	93	869	34	1,356	26.5%	6.9%	64.1%	2.5%	34.3%	79.5%
05 Monadnock Family Services	26	129	113	401	20	689	22.5%	16.4%	58.2%	2.9%	40.1%	57.8%
06 Community Council of Nashua	113	203	744	211	113	1,384	22.8%	53.8%	15.2%	8.2%	83.4%	29.8%
07 Mental Health Center of Greater Manchester	198	311	916	551	23	1,999	25.5%	45.8%	27.6%	1.2%	72.1%	35.7%
08 Seacoast Mental Health Center	143	219	82	681	8	1,133	32.0%	7.2%	60.1%	0.7%	39.5%	81.5%
09 Community Partners	41	62	173	263	11	550	18.7%	31.5%	47.8%	2.0%	51.2%	37.3%
10 Center for Life Management	47	136	494	102	22	801	22.8%	61.7%	12.7%	2.7%	86.9%	27.0%
Total	716	1,469	2,749	3,760	1,405	10,099	21.6%	27.2%	37.2%	13.9%	56.8%	44.3%

12b. Community Mental Health Center Consumers: Adult Employment Status – Recent Users of Supportive Employment Services (One Billable Service in Each of Month of the Quarter)

	July - September 2018											
	Reported Employment Status of Recent Supportive Employment Service Users						Reported Employment Status as a Percent of Total Adults				Percent Excluding Unknown	
	Employed now or in the past 3 months - full time	Employed now or in the past 3 months - part time	Unemployed	Not In the Workforce	Unknown	Total	Employed Full or Part Time	Unemployed	Not in Workforce	Unknown	Percent in Workforce (Employed or Unemployed)	Employed Full or Part Time of Those in Workforce
Community Mental Health Center												
01 Northern Human Services	0	0	0	0	34	34	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%
02 West Central Behavioral Health	0	7	5	1	13	26	26.9%	19.2%	3.8%	50.0%	92.3%	58.3%
03 Lakes Region Mental Health Center	0	8	3	8	11	30	26.7%	10.0%	26.7%	36.7%	57.9%	72.7%
04 Riverbend Community Mental Health Center	3	28	17	4	0	52	59.6%	32.7%	7.7%	0.0%	92.3%	64.6%
05 Monadnock Family Services	1	10	5	1	0	17	64.7%	29.4%	5.9%	0.0%	94.1%	68.8%
06 Community Council of Nashua	5	6	10	5	5	31	35.5%	32.3%	16.1%	16.1%	80.8%	52.4%
07 Mental Health Center of Greater Manchester	5	34	29	4	0	72	54.2%	40.3%	5.6%	0.0%	94.4%	57.4%
08 Seacoast Mental Health Center	0	6	7	11	0	24	25.0%	29.2%	45.8%	0.0%	54.2%	46.2%
09 Community Partners	0	6	6	4	0	16	37.5%	37.5%	25.0%	0.0%	75.0%	50.0%
10 Center for Life Management	1	16	5	0	0	22	77.3%	22.7%	0.0%	0.0%	100.0%	77.3%
Total	15	121	87	38	63	324	42.0%	26.9%	11.7%	19.4%	85.4%	61.0%

12c. Community Mental Health Center Consumers: Employment Screening Status

Community Mental Health Center	As of 9/30/18			
	Current	Overdue*/ Unknown	Total	Percent Overdue
01 Northern Human Services	213	682	895	76.2%
02 West Central Behavioral Health	NA	NA	NA	NA
03 Lakes Region Mental Health Center	334	547	881	62.1%
04 Riverbend Community Mental Health Center	1,218	137	1,355	10.1%
05 Monadnock Family Services	NA	NA	NA	NA
06 Community Council of Nashua	1,309	73	1,382	5.3%
07 Mental Health Center of Greater Manchester	1,550	450	2,000	22.5%
08 Seacoast Mental Health Center	889	244	1,133	21.5%
09 Community Partners	421	129	550	23.5%
10 Center for Life Management	800	0	800	0.0%
Total	NA	NA	NA	NA

*Status More Than 105 Days Old

Revisions to Prior Period: None

Data Source: Phoenix 2

Notes 12a-c: Data extracted 10/17/18.

- *Employment Status* shown in the tables reflects status data found in DHHS's Phoenix system reported by the CMHCs. Phoenix tracks the individual consumer employment status over time. If more than one status was reported within the Quarterly Report timeframe the most recent update is used.
- *Employed* refers to consumers who are employed in a competitive job. Competitive jobs have these characteristics: exists in the open labor market, pays at least a minimum wage, anyone could have regardless of disability status, not set aside for people with disabilities, and wages (including benefits) not less than for the same work performed by people who do not have a mental illness.
- *Full time* employment is 20 hours and above; *part time* is anything 19 hours and below.
- *Unemployed* refers to consumers who are not employed but are seeking or interested in employment.
- *Not in the Workforce* are consumers who are homemakers, students, retired, disabled, hospital patients or residents of other institutions, in a sheltered/non-competitive employment workshop, otherwise not in the labor force or not employed and not seeking or interested in employment. *Unknown* refers to consumers for with an "unknown" status, no status, or erroneous status code in Phoenix.
- *NA* data not available due to known data submission issue which is undergoing active quality improvement efforts.